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1. **Purpose of System**

As SSG strives to continuously improve its public services, we have launched the SDL system to increase the customers’ value through self-service online features.

2. **Main Functions**

The SDL system hosts a list of SDL related E-Services. Employers may choose to transact with SSG via SDL system using Singpass or without login.

<table>
<thead>
<tr>
<th>Our E-Services without login are:</th>
<th>Our E-Services with Singpass login are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) List of e-Services</td>
<td>a) Maintain Company profile</td>
</tr>
<tr>
<td>b) SDL Calculator</td>
<td>b) E-Payment</td>
</tr>
<tr>
<td>c) Forms</td>
<td>c) View Past SDL Payment Transactions</td>
</tr>
<tr>
<td>d) FAQ</td>
<td>d) Submit SDL E-Refund Requests</td>
</tr>
<tr>
<td>e) Useful Links</td>
<td>e) Upload / Submit Documents</td>
</tr>
<tr>
<td></td>
<td>f) Retrieve Notifications</td>
</tr>
<tr>
<td></td>
<td>g) Submit E-Declaration for Non-liability of SDL</td>
</tr>
</tbody>
</table>

3. **Access SDL System**

The SDL system can be accessed via SSG Main webpage (https://www.ssg-wsg.gov.sg), under the Related E-Services section.
Alternatively, employers can also visit the website at https://sdl.ssg.gov.sg and the following screen will be displayed.
3.1 Home
This menu allows employers to navigate the SDL website main page.

3.2 Authenticated Services
This is a set of online services that requires employers to login to the SDL system using a Singpass account.

- Login via Singpass for Business Users is available for organisations with Unique Entity Number (UEN). To access the SDL system, your organisation’s appointed Corppass Administrator will need to register a Corppass user account and assign SSG-WSG e-Service role of ‘SDL Representative’ for you at www.Corppass.gov.sg.
- Login via Singpass for Individual Users is available for organisations without UEN.

3.3 Login with Singpass

3.3.1 For Business Users

Step 1:
Select the menu item Login with Singpass.
The system will also prompt to login if an authenticated service is directly accessible. For example, you can click on the direct links to authenticated services listed on the homepage.

Step 2:
Log in with your Singpass ID and Password.
The system will redirect employers to the Singpass website for login. Upon reaching the Singpass website, follow the on-screen instructions to login.
Step 3:  
After logging in, Singpass will redirect employers back to SDL website.  
The system will also display the User ID on the page’s top right corner.

3.3.2 For Individual Users

Step 1:  
Select the menu item Login with Singpass.  
The system will also prompt to login if an authenticated service is directly accessible. For example, you can click on the direct links to authenticated services listed on the homepage.
Step 2:
**Log in with your Singpass ID and Password.**
The system will redirect employers to the Singpass website for login. Upon reaching the Singpass website, follow the on-screen instructions login.

Step 3:
**After logging in, Singpass will redirect employers back to SDL website.**
The system will also display the User ID on the page’s top right corner.
Step 4: Register or select a company.

Upon signing in, the employers may choose the following options:

1) For a new sign up, employers must input the company’s details as below:

   **Note:** Please refer to Step 6 on adding a new company.

   2) For existing employers who have signed up, select a company to represent before accessing the suite of authenticated services. If there is more than one company associated with the user, a drop-down list of company names will be available for selection.
Step 5: Reset Reference Number

In the event that an employer does not have a company reference number or holds an expired number, a reset request can be made.

1) On the ‘Company Registration’ screen, click on ‘Reset Company Reference Number’ hyperlink to initiate the request.

2) Enter the Company UEN / SDL Entity Number to reset reference number in the screen below. Click on ‘Submit’ to proceed. A letter with the new company reference number will be sent to the company.

Note: A company will not be able to request for another reset if a request was made less than 7 days prior.
Step 6: Register/Add Company

The following fields are mandatory for registering a new company:

- Company UEN / SDL Entity Number
- Company Reference Number

Note: The information can be found in the registration letter sent by SSG to the company.

1) For new employer, enter both fields above and click on ‘Submit’ to continue.

2) For an existing employer with multiple registered companies, he may select the company he wishes to transact on behalf of via the registration screen.

To register a new/additional company, click ‘Register for a new company’ hyperlink to initiate the request.
3.4 Company Details

After signing in, employers will be able to access a suite of authenticated E-Services available for the selected company.

Employers can choose from the different authenticated E-Services by clicking on the corresponding tab. The E-Services include:

- Company Details
- E-Payment
- Payment History
- E-Refund
- Upload Documents
- Notifications
- E-Declaration

3.4.1 Manage My Contacts

Please update company particulars (e.g. address) and authorized contact person(s) to correspond with SSG.

**Step 1:**
**Click on ‘Company Details’ tab to display company information.**
Step 2:
Click on ‘Manage My Contacts’ to view current list of company contacts.

<table>
<thead>
<tr>
<th>My Company Details</th>
<th>Receive Email Alerts for Notification</th>
<th>Primary Contact Person</th>
<th>Primary Contact No</th>
<th>Primary Contact Email</th>
<th>C/O Headcount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company UEN / SDL Entity Number</td>
<td>Yes</td>
<td>Person_ID_2be67ab</td>
<td>10000000</td>
<td><a href="mailto:test_email2be67ab@email.com">test_email2be67ab@email.com</a></td>
<td>0</td>
</tr>
<tr>
<td>Company Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Address</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Fax No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company C/O</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Important Notes
1. This service will take you about 5 minutes to complete.
2. This service provides company details with edit feature for updating communication details.
3. Ensure that you have details of Company address, Postal Code and at least one authorised user with the following information: Name, NRIC/FIN No, Email Address and Contact No.
Step 3:
The system will display company and contact details.

3.4.2 Edit My Contacts

The ‘Edit’ button will allow employers to update their company information, primary contact, or add new contacts.

Step 1:
From ‘Manage My Contacts’ screen, click on ‘Edit’.
Step 2:
The employer may update the following company information, and also upload supporting documents to change the address.

- Company Address
- Postal Code
- Company Contact Number
- Company Fax Number

The employer may add up to a maximum of 3 contacts. The following contact information can be updated:

- Name
- NRIC/FIN Number
- Designation
- Email Address
- Contact Number
- Email Indicator
- Primary Contact Indicator

You may add or amend any company and contact information in the text boxes. When ‘postal code’ is added the ‘Company Address’ field is auto populated upon clicking on any part of the screen.
Step 3:
The system will display the amended company and contact information. Review the information and click on 'Submit' to save the changes.

Step 4:
Click on 'Submit' to save changes
System will display a confirmation message that changes have been saved.

### E-Services >> Company Details >> Contact Details

<table>
<thead>
<tr>
<th>Company Details</th>
<th>E-Payment</th>
<th>Payment History</th>
<th>E-Refund</th>
<th>Upload Documents</th>
<th>Notifications</th>
<th>E-Declaration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company UEN / SDL Entity Number</td>
<td>XXXXXXX</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name</td>
<td>XXXX XXXX XXX XXX</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C/O Headcount</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Address</td>
<td>XXXX XXXX XXX XXX</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Contact No</td>
<td>999999999</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Fax No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive Email Alerts for Notification</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Updated Time</td>
<td>07.09.2020 20:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Updated By</td>
<td>Company</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**List of Contacts/Authorized User**

<table>
<thead>
<tr>
<th>Name</th>
<th>NRIC / FIN No</th>
<th>Designation</th>
<th>Email Address</th>
<th>Contact No</th>
<th>Email</th>
<th>Primary Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:test_user@email.com">test_user@email.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on ‘Payment History’

### 3.5 Payment History

The Payment History menu allows employers to view past SDL payment transactions. By default, any payments made within the current month will be displayed.

**Step 1:**
**Click on ‘Payment History’ to retrieve past payment transactions.**
Step 2:
Select or enter the search criteria for Transaction Period, Transaction Number and Transaction Type.

Note: Transaction Period is mandatory. Click ‘Search’ button to proceed with the search.

Click on ‘Search’ to proceed

Select ‘Transaction Period’ or ‘Transaction Number’ and ‘Transaction Type’ (e.g. All)

It indicates the system is under process.
Step 3:
Search results with matching transactions will be displayed.
Click on 'View Receipt' to display the corresponding online receipt for a transaction. Note: Online receipt is available only for payments made directly to SSG.

Important Notes
1. This service will take you about 5 minutes to complete.
2. This service allows employers to view past SDL payment transactions. By default, any payments made within the current month will be displayed.
3. Ensure that you have following information to process: Transaction Period, Transaction No and Transaction Type.

Transaction Period: JUL 2020 To JUL 2020
Transaction No: Any
Transaction Type: All

Search

Transaction as at: 07.09.2020 20:31:00

Payment

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction No.</th>
<th>Paid Through</th>
<th>Transaction Amount ($)</th>
<th>Mode of Payment</th>
<th>Bank</th>
<th>Cheque No</th>
<th>Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.07.2020</td>
<td>SHWLOG20200701000032</td>
<td>Online</td>
<td>450.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
<tr>
<td>01.07.2020</td>
<td>SHWLOG20200701000033</td>
<td>Online</td>
<td>300.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
<tr>
<td>01.07.2020</td>
<td>SHWLOG20200701000034</td>
<td>Online</td>
<td>200.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
<tr>
<td>02.07.2020</td>
<td>SHWLOG20200702000035</td>
<td>Online</td>
<td>100.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
<tr>
<td>02.07.2020</td>
<td>SHWLOG20200702000036</td>
<td>Online</td>
<td>1500.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
<tr>
<td>02.07.2020</td>
<td>SHWLOG20200702000037</td>
<td>Online</td>
<td>1500.00</td>
<td>eNETS</td>
<td></td>
<td></td>
<td>View Receipt</td>
</tr>
</tbody>
</table>

Payment Reversal
No Records Found

Payment Transfer
No Records Found
Step 4:
A pop-up window will appear, displaying the payment receipt of the selected transaction.

---

3.6 E-Payment

The E-Payment menu allows employers to make payments for SDL liability.

**Step 1:**
Click on ‘E-Payment’.
The system will display the ‘Terms and Conditions’ for E-Payment service. Scroll down to the bottom of the page, click to select the checkbox next to ‘I agree to the terms and conditions specified above’. Click on the ‘Accept’ button to proceed to the next step.
Ensure checkbox is checked and click on 'Accept'

Step 2:
You can choose to pay:

- SDL Liability(s) by Period or
- Outstanding SDL Liability(s).

Choose radio button for 'Pay SDL Liability(s) by Period' or 'Pay Outstanding SDL Liability(s)'

Click on 'Next' to proceed

Please refer to Step 3a and 3b to pay SDL liability by period or to pay outstanding SDL liability respectively.
Step 3a: Pay SDL Liability by Period.
This step allows employers to provide breakdown of payment amount by specific month. The following fields* are mandatory:

- Payment Type
- Period From/To
- Amount

Step 3a (i):
Fill in the mandatory fields marked with asterisk (*) and click on 'Add Payment'.

Step 3a (ii):
The system will display the added payment details to a listing table. You may continue to add on more payment details or remove any existing payments by clicking on the 'delete' button. You can also adjust the payment amount for each payment item and click on 'Compute' button to recalculate total amount paid. When you are satisfied with the payment details, click on the 'Proceed to Pay' button to continue.
Step 3a (iii):
This is a summary screen of payment details. Click on ‘Pay Now’ to proceed with electronic payment.

Step 3b:
Pay Outstanding SDL Liability.
This step allows employers to make payment on Outstanding SDL liability(s). The system will automatically display liability and instalment schedule due for payment.
Step 3b (i):
The ‘Amount Paid’ textbox for each line item will show the outstanding amount to pay for. You may amend this figure to the amount you want to pay now.

Indicate the amount you would like to pay or you may pay according to the payment amount stated. Click on ‘Proceed to Pay’ to continue.

Step 3b (ii):
This is a summary screen of the payment details setup for your review. Click on ‘Pay Now’ to proceed with electronic payment.
Step 4:
You will be forwarded to the electronic payment gateway to make payment.
Follow the on-screen instructions to complete the payment process.

Note: Only Credit/Debit Card option is available on the electronic payment gateway at the moment.

Important:
Choose the correct mode of payment. Do not close your browser and do not click on the browser’s ‘Back’ button while payment is being processed.
Step 5:

- Ensure checkbox is checked and click on ‘Submit’ to continue.
Step 6:  
Upon successful payment, the system will present an acknowledgement.
You may click on ‘Print’ to print or save a copy of the payment acknowledgement for future reference.
Step 7(a):
A print dialog will be displayed. Select a printer and click on ‘Print’ to print acknowledgment page.

Step 7(b):
Click on ‘Save As PDF’, the browser will download the PDF document and prompt you to ‘Save’ or ‘Open’. (The prompt would be different depending on the user’s browser).

Prompting of download on the IE browser

Chrome browser may either open the document or prompt to save
3.7 E-Refund

This menu allows employers to submit a refund request for overpayment of SDL.

3.7.1 Request for E-Refund

Step 1:
Click on ‘E-Refund’ tab to display the default E-Refund page.
To create a new refund request, click on ‘Submit New Request’.

Step 2:
The system will display the ‘Terms And Conditions’ for the E-Refund service.
Scroll down to the bottom of the page, click to select the checkbox next to ‘I agree to the terms and conditions specified above’. Click on ‘Accept’ button to proceed to the next step.
Step 3:
Select ‘Period From’ and ‘To’, then click on ‘Search’.
The system will search and display available items for refund.

Step 4:
Select the checkbox for the item to be included in the refund request.
Click on ‘Next’ to proceed.
Step 5:
This screen will display the selected item(s) for refund.
You may indicate the refund amount requested for each record. After indicating the requested refund amount, click on 'Compute' button to recalculate the total refund amount. The 'Reset' button will reset the refund amount to default values.

For refund request, employers are required to provide the following documents:

- Application for Interbank GIRO
- CPF receipts (Form CPF90 & 90A)
- Payroll Report

Enter the refund amount
Compute or reset total refund
Enter Bank Details, Upload Supporting Documents and indicate the Reasons/Remarks
Click on 'Next' to continue
Step 6:
This screen summarizes the refund requests.
Click on ‘Submit’ to proceed with the refund request.
Step 7:
System will display a confirmation message with the refund reference number of the newly created refund request.

3.7.2 Save as Draft on E-Refund

Save as Draft in the refund request.

Step 1:
Click on ‘E-Refund’ tab to display the default E-Refund page.
To create a new refund request, click on ‘Submit New Request’.
Step 2:
The system will display the ‘Terms and Conditions’ for the E-Refund service.
Scroll down to the bottom of the page, click to select the checkbox next to ‘I agree to the terms and conditions specified above’. Click on ‘Accept’ button to proceed to the next step.
Step 3:
Select ‘Period From’ and ‘To’, then click on ‘Search’.
The system will search and display available items for refund.

Step 4:
Select the checkbox for the item to be included in the refund request.
Click on ‘Next’ to proceed.
Step 5:
This screen will allow the user to store the partial information before the submission.
Click on ‘Save as Draft’ to save partially.

3.7.3 Continue from E-Refund draft status

Search and submit from draft status.

Step 1:
Type the transaction number and click the search button.
Step 2:
The user can either complete this form or save as draft.

- Enter the transaction number
- Click the search button
- Click the link
- Complete the form
Step 3: Submit the E-Refund

Click on ‘Next’

Click on ‘Submit’

Click on ‘Submit’
3.7.4 Enquire on E-Refund Status
Search and view existing refund request.

Once the hyperlink is clicked, the Refund detail screen will be displayed. Note: Refund requests with a 'Submitted' status can be edited or withdrawn.
Click on ‘Edit’ button to repeat steps 3 to 8. Click on ‘Withdraw’ button and refund request(s) will be withdrawn.

---

**SDL Refund Details**

If there are any discrepancies, please inform us within 7 days of the request submitted.

<table>
<thead>
<tr>
<th>SDL Relevant Month</th>
<th>Amount Paid ($)</th>
<th>Past Refund Amount ($)</th>
<th>Refund Request Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 2020</td>
<td>200.00</td>
<td>0.00</td>
<td>30.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S/N</th>
<th>Type Of Supporting Document</th>
<th>Uploaded Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application for Interbank GIRO Form</td>
<td>25.08.2020</td>
</tr>
<tr>
<td>2</td>
<td>CPF Receipts (Form CPF 90 &amp; 90A)</td>
<td>25.08.2020</td>
</tr>
<tr>
<td>3</td>
<td>Payroll Report</td>
<td>25.08.2020</td>
</tr>
<tr>
<td>4</td>
<td>Others</td>
<td>25.08.2020</td>
</tr>
</tbody>
</table>

---

*Edit or Withdraw Refund request submitted*
Click on 'Yes' button to withdraw the refund request

Withdraw Refund Request
System will display a confirmation message that the refund request has been withdrawn.

### 3.8 Upload Documents

This menu allows employers to upload supporting documents to SSG.

**Step 1:**
**Click the ‘Upload Documents’ tab.**
A listing of previous uploaded documents transactions will be displayed.
Step 2:
Click on ‘Upload New Documents’.

Important Notes
1. This service will take you about 10 minutes to complete.
2. This service allows employers to upload supporting documents to SSO.
3. Ensure that you have following information to process: Case Type, Case Reference Number and documents for submitting:
   - Application for Interbank GIRO Form.
   - CPF Receipts (Form CPF 90 & 90A).
   - Payroll Report.
   - Others (Optional).

<table>
<thead>
<tr>
<th>Case Reference No</th>
<th>Document Type</th>
<th>Uploaded Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>REFUND20200729-000044</td>
<td>Payroll Report</td>
<td>29.07.2020</td>
</tr>
<tr>
<td>REFUND20200729-000044</td>
<td>Application for Interbank GIRO Form</td>
<td>29.07.2020</td>
</tr>
<tr>
<td>REFUND20200729-000044</td>
<td>CPF Receipts (Form CPF 90 &amp; 90A)</td>
<td>29.07.2020</td>
</tr>
<tr>
<td>REFUND20200727-000041</td>
<td>CPF Receipts (Form CPF 90 &amp; 90A)</td>
<td>27.07.2020</td>
</tr>
<tr>
<td>REFUND20200727-000041</td>
<td>Application for Interbank GIRO Form</td>
<td>27.07.2020</td>
</tr>
<tr>
<td>REFUND20200720-000041</td>
<td>Payroll Report</td>
<td>27.07.2020</td>
</tr>
</tbody>
</table>

Click on ‘Upload New Documents’
Step 3:
Select the case type and case reference number for uploading new documents to.
Choose the type of supporting document and browse to select the document that you wish to upload.

Step 4:
This screen provides a review of the upload document request.
You may use the ‘Delete’ button to remove document. Click on ‘Upload’ to proceed to submit the documents to SSG.
Once the document upload is completed, a confirmation message will be displayed on the screen.

3.9 SSG Notifications

This menu allows employers to retrieve and download softcopies of SSG notification letters.

To view the notification letter, click on the hyperlink under 'Letter Sent' column. The browser will download the PDF document and prompt you to 'Save' or 'Open'. (The prompt would be different depending on the user’s browser).

Prompting of download on the IE browser.

Prompting of download on the Chrome browser.
3.10 E-Declaration

This menu allows employers to perform the following functions:

- Create online annual declaration on non-liability of SDL for their employees up till 31 December of the current year.
- Extend submitted declaration records – only available for non-expired declaration records which require extension for the remaining period up to 31 December of the current year.
- Renew submitted declaration records – only available for expired declaration records made in the prior year.
- Search and amend declaration records.

3.10.1 Create E-Declaration

Step 1:
Click on ‘E-Declaration’ tab to display the default E-Declaration page.
To create a new declaration, click on ‘Create Declaration’.

<table>
<thead>
<tr>
<th>Company Details</th>
<th>E-Payment</th>
<th>Payment History</th>
<th>E-Refund</th>
<th>Upload Documents</th>
<th>Notifications</th>
<th>E-Declaration</th>
</tr>
</thead>
</table>

**Additional Notes:**

i. By completing and submitting this declaration, you are notifying SSO that you did not or will not pay SDL (whichever is applicable) for the employees or individuals declared.

ii. Please submit supporting documents such as employment contracts, salary slips, work-passes, invoices and any other documents that may be required by SSO for the purpose of inquiring into the accuracy of the information you have provided.

iii. If there are any changes after the declaration, please make the amendments through the online declaration system.

iv. Please be reminded that an annual declaration is required.

v. Please ensure accuracy in your submission as checks will be conducted.

vi. Please enter the following Reason Code(s), whichever is applicable:

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>The employee was or will be overseas and rendering services wholly outside Singapore during the specified period of non-payment of SDL.</td>
</tr>
<tr>
<td>R2</td>
<td>The employee was or is a domestic servant, gardener or chauffeur during the specified period of non-payment of SDL.</td>
</tr>
<tr>
<td>R3</td>
<td>Others. Please state reason(s).</td>
</tr>
</tbody>
</table>

Click on ‘Create Declaration’
Step 2:
The system will display the screen for employers to create declaration using the following options:

2a Upload Declaration File (Batch Submission)
- Download the declaration file template.
- Complete the declaration file with the employees’ details for the declaration of non-liability of SDL. All fields are mandatory.
- Once completed, click on ‘Browse’ and select the completed declaration file for uploading. Click on ‘Upload’ to submit the file with the declaration record(s).

2b Create Individual Declaration Record
- Enter all mandatory fields.
- Click on ‘Add Row’ to enter another declaration record.
- To reset the entry, click ‘Reset’ button to reset the record to default values.
Step 3:
Upload the supporting documents.
• Select the Document Type via the dropdown list under Attachment Type.
• Click on ‘Browse’ under Upload Attachment and select the file to be uploaded.
• Click on ‘Add’ to add the supporting document.
• Click on ‘Next’ to continue.
Step 4:
Click on ‘Submit’ to proceed to Step 4a with the online declaration. If amendment is required, proceed to Step 4b by clicking on ‘Amend’ to make changes to the declaration.

4a Submit Declaration
System will display a confirmation message on the declaration submitted.
**4b Amend Declaration**

- Click on ‘Edit’ button to amend the declaration record.
- Enter amendments.
- Click on ‘Next’ to continue.
- Return to Step 4 to submit the declaration.
3.10.2 Extend Declaration

Step 1:
To extend an existing declaration, click on ‘Extend Declaration’. The option to extend is only available for declarations that have yet to expire.
Step 2:
Click on the checkbox beside the declaration record to extend the declaration. Update the required fields and click on 'Next' to continue.

Click on the 'Checkbox' and update required fields

Click on 'Next' to continue
3a Submit Declaration
System will display a confirmation message on the declaration submitted.

3b Amend Declaration
- Enter amendments.
- Click on ‘Next’ to continue.
- Return to Step 3 to submit the declaration.
3.10.3 Renew Declaration

Step 1:
To renew submitted declaration, click on ‘Renew Declaration’.
The option to renew is only available for expired declaration made in the prior year.
**Step 2:**
Click on checkbox beside the declaration record to renew a declaration.
Update the required fields and click on ‘Next’ to continue.

**Step 3:**
Click on ‘Submit’ to proceed to Step 3a with the online declaration.
If amendment is required, proceed to Step 3b by clicking on ‘Amend’ to make changes to the declaration.
3a Submit Declaration
System will display a confirmation message on the declaration submitted.

3b Amend Declaration
- Enter amendments.
- Click on ‘Next’ to continue.
- Return to Step 3 to submit the declaration
3.10.4 Search and Amend Declaration

**Step 1:**
To search for submitted declaration, enter the search field(s) and click on ‘Search’.
The declaration record(s) that meet the search criteria will be displayed (up to past 15 months of records).

**Step 2:**
The option to amend is only available for records that have yet to expire.
- Click on ‘Edit’ button to amend the declaration record.
• Enter amendments.
• Click on 'Next' to continue.

Step 3:
Click on ‘Submit’ to proceed to Step 3a with the online declaration.
If amendment is required, proceed to Step 3b by clicking on ‘Amend’ to make changes to the declaration.
3a Submit Declaration
System will display a confirmation message on the declaration submitted.

3b Amend Declaration
- Enter amendments.
- Click on ‘Next’ to continue.
- Return to Step 3 to submit the declaration.
3.11 Sign Out

To sign out, click on the ‘Sign Out’ link at the top right hand corner of the website.

System will display a confirmation message that you have already logged out of the system.
4  E-Services

4.1  List of e-Services

This function allows employers to check what are the services available.

Step 1:
Select the menu item E-Services.

Step 2:
List of e-Services page.

<table>
<thead>
<tr>
<th>E-Services</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Company Details</td>
<td>Allows employers to view their company(ies) information.</td>
</tr>
<tr>
<td></td>
<td>Login with Singpass to use this e-Service.</td>
</tr>
<tr>
<td>SDL Liability E-Payment</td>
<td>Allows employers to make online payment to SSG for SDL liabilities.</td>
</tr>
<tr>
<td></td>
<td>Login with Singpass to use this e-Service.</td>
</tr>
<tr>
<td>View Payment History</td>
<td>Allows employers to view payment history.</td>
</tr>
<tr>
<td></td>
<td>Login with Singpass to use this e-Service.</td>
</tr>
</tbody>
</table>
5 SDL Calculator

A simple tool that allows employers to compute the SDL amount payable to SSG. Employers may make payment based on the amount computed by the SDL Calculator.

Step 1:
Select the menu item SDL Calculator.

Step 2:
This screen allows you to compute the monthly SDL liability.
The following fields are mandatory:
• Year
• Range of Month
• Number of employees who earn up to $800.00 per month
• Total remuneration for employees earning between $800.00 to $4,500.00 per month
• Number of employees who earn $4,500.00 per month & above

Complete the mandatory fields above and click on ‘Add’ to compute SDL liability.
Note: To find out the SDL rate, click on ‘SDL Rate’ hyperlink and the SDL rate table will be displayed.

SDL Computation

The table below gives an example of how to calculate SDL:

<table>
<thead>
<tr>
<th>Employee</th>
<th>Remuneration for the Month</th>
<th>SDL Payable</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$150.00</td>
<td>$2.00</td>
<td>Minimum of $2 is payable for remuneration below $800</td>
</tr>
<tr>
<td>B</td>
<td>$609.50</td>
<td>$2.00</td>
<td>Minimum of $2 is payable for remuneration below $800</td>
</tr>
<tr>
<td>C</td>
<td>$2,000.00</td>
<td>$5.00</td>
<td>0.25% of remuneration</td>
</tr>
<tr>
<td>D</td>
<td>$4,500.00</td>
<td>$11.25</td>
<td>0.25% of remuneration</td>
</tr>
<tr>
<td>E</td>
<td>$4,502.03</td>
<td>$11.25</td>
<td>Maximum of $11.25 is payable for remuneration above $4,500</td>
</tr>
<tr>
<td>F</td>
<td>$10,000.00</td>
<td>$11.25</td>
<td>Maximum of $11.25 is payable for remuneration above $4,500</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$42.00</td>
<td></td>
</tr>
</tbody>
</table>

Total SDL Payable (Rounded down) $42.00

The rounding down should be done at the organizational level i.e. after adding all employees.

History of SDL Rates

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Rate</th>
<th>Remuneration Ceiling</th>
<th>Minimum SDL</th>
<th>Maximum SDL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Oct-79</td>
<td>4.00%</td>
<td>$750</td>
<td>$2.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>1-Apr-85</td>
<td>2.00%</td>
<td>$750</td>
<td></td>
<td>$15.00</td>
</tr>
<tr>
<td>1-Apr-86</td>
<td>1.00%</td>
<td>$750</td>
<td></td>
<td>$7.50</td>
</tr>
<tr>
<td>1-Apr-95</td>
<td>1.00%</td>
<td>$1,000</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>1-Jul-00</td>
<td>1.00%</td>
<td>$1,500</td>
<td></td>
<td>$15.00</td>
</tr>
<tr>
<td>1-Jul-04</td>
<td>1.00%</td>
<td>$1,800</td>
<td></td>
<td>$18.00</td>
</tr>
<tr>
<td>1-Sep-05</td>
<td>1.00%</td>
<td>$2,000</td>
<td></td>
<td>$20.00</td>
</tr>
<tr>
<td>1-Oct-06</td>
<td>0.25%</td>
<td>$4,500</td>
<td></td>
<td>$11.25</td>
</tr>
</tbody>
</table>
Step 3:
The system will compute and display monthly SDL liability.
You may repeat Step 2 to calculate any additional SDL liability. You may also make payment based on the calculated liability by clicking on ‘Proceed to Payment’.

Step 4:
The system will show the login prompt.

Click on ‘Proceed to Payment’ to pay computed SDL liability

Login via Singpass for Business Users or Individual Users
Step 5:
The system will display the ‘Terms And Conditions’ page.
Scroll down to the bottom of the page. Click to select the checkbox next to ‘I agree to the terms and conditions specified above’ and click on the ‘Accept’ button to proceed to the next step.

Click the checkbox to agree the terms and conditions
Click on ‘Accept’ to move the next screen
Step 6:
The system will display the designated company details based on the SDL liability computed by SDL Calculator.

You may also remove or set up additional payments for other SDL liability period by using the ‘Add Payment’ and ‘Delete’ buttons. Click on ‘Proceed to Pay’ to continue.

The system will display a summary screen for all payment details review. Click on ‘Pay Now’ to proceed with electronic payment.

Click on ‘Pay Now’ to continue
Step 7:
You will be forwarded to electronic payment gateway to make payment.
Follow the on-screen instructions to complete the payment process.

Note: Only Credit/Debit Card option is available on the electronic payment gateway at the moment.

Important:
Choose the correct mode of payment. Do not close your browser and do not click on the browser’s ‘Back’ button while payment is being processed.
Step 8:

Ensure checkbox is checked and click on ‘Submit’ to continue.
Step 9:
Upon successful payment, the system will present an acknowledgement.
You may click on the 'Print' button to print or save a copy of the payment acknowledgement for future reference.
**Step 10 (a):**
A print dialog will be displayed. Select a printer and click the ‘Print’ button to print acknowledgement page.

**Step 10 (b):**
Click on ‘Save As PDF’, the browser will download the PDF document and prompt you to ‘Save’ or ‘Open’. (The prompt would be different depending on the user’s browser).

Prompting of download on the IE browser

Chrome browser may either open the document or prompt
6 Forms

This menu gives the employers a list of downloadable forms/templates provided by SSG. Example of forms in Return Form, Application for GIRO Form, etc.

Step 1:
Select the menu item Forms.

Step 2:
A list of common forms will be displayed on this screen. Click on each of the icons to download the required documents.
FAQ

This provides the employers with a compilation of frequently asked questions and answers on SDL.

**Step 1:**
Select the menu item FAQ.

1. **Click on 'FAQ'**

**FAA**

**SKILLS future SG**

**Skills Development Levy**

**E-SERVICES**  **SDL CALCULATOR**  **FORMS**  **FAQ**  **USEFUL LINKS**  **ABOUT**  **LOGIN WITH SINGPASS**

**Self Help / FAQ**

**Frequently Asked Questions**

FAQs for Skills Development Levy (SDL)

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1. SDL and Contribution Rate
2. Scope and Liability of SDL
3. SDL Exemption
4. SDL Computation
5. SDL Due Date and Payment Procedures
6. SDL System
7. Auto-computation of SDL via CPF EZPay
8. SDL Refund Procedures
9. Declaration on Non-liability of SDL
10. Contact Us
11. Transaction Failure

2. **Click Expand All**

**Step 2:**
This screen displays a list of frequently asked questions and the corresponding answers.

If you are not able to find your question answered here, please contact SSG by clicking on the ‘Home’ button. The contact number and the link to the feedback portal can be found under ‘Enquiries on SDL’.

1. **Click Expand All**

**User Guide for SDL System**
8 Useful Links

This provides the employers with a list of hyperlinks to SDL-related websites. The current ‘Useful Links’ covers SDL Act and SDL Regulations.

Step 1:
Select the menu item ‘Useful Links’ and click on the relevant link.

Step 2:
The system will launch a new browser window to display the selected link.

SDL Act
9 About

For more information about SSG & WSG, please click on the ‘About’ link

About page: